

Tim Hortons.
SOUTHSIDE SHUFFLE
THE ANNUAL PORT CREDIT BLUES AND JAZZ FESTIVAL



Message from the Festival Founder



Volunteers, the Heart and Soul of the Festival

Welcome everyone

We are officially all grown up! In 1998 a new music festival was born on a soccer field in Port Credit. Around 5,000 people turned up to hear the bands play and this first event heralded the beginning of new addition to the music calendar in Ontario.

Today the event has blossomed into a festival that will close traffic on four blocks on Lakeshore Drive. An expected 45,000 music lovers will be treated to over 50 bands playing at 20 street locations and three park stages.

The Shuffle has come of age and owes its success to the cooperation of the town and the wonderful performers who come each year to entertain. But most of all it's the hard work, enthusiasm and dedication of our volunteers that bring this festival to life.

Thank you

Chuck Jackson

Festival Founder and Artistic Director

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Missing a Shift?

In the event an emergency arises and you are going to miss a shift please call Christine Awasthy, at 416-930-9522 or send an email to sssvolunteers@hotmail.com and provide the following information:

- your name;
- the name of your crew;
- the name of your team leader; and,
- the shift you are missing

If you do not notify us we will assume you have skipped your shift and you may not be invited back.

What to Bring

- Clothing for the weather
- Sunscreen, hat, etc.
- Small bag to carry your valuables

Please be aware that you will not be allowed to bring unsealed bottles of liquid onto the Festival grounds.

We are not able to provide secure storage for personal items so please consider bringing only what you need. The Festival cannot be responsible for lost or stolen items.

Getting There

Parking is in short supply during the festival. The best options are:

- Go Train – the park entrance is an eight minute walk from the train
- Mississauga Public Transport – the #23 Lakeshore bus will drop you off close to the park entrance
- Bicycle – there is a lockup by the library
- Kiss and drop off

Volunteer Registration

The Festival's volunteer Welcome Sign-in Tent is located near the arena entrance. Please enter the park through the arena parking lot to locate the Volunteer sign in tent. If you are entering via the library or Lakeshore entrance follow the concrete path to the right of the entrances to get to the north end of the park.

Hours:

Friday	4:30 pm – 11:00 pm
Saturday	10:00 am – 11:00 pm
Sunday	10:00 am – 8:00 pm

Note: depending on assignment, start time for shifts may vary from above hours. Please check your schedule for sign in and shift times.

Please arrive at the tent at least 15 minutes before your shift starts so you can register then pick up your Blues Crew T-Shirt, your wristband and a meal ticket. You will need to sign a waiver of liability if you have not already done so. I.D. may be required. Your sign-in package will be available at the Welcome Sign-in Tent

If you are working a second shift during the day you will need to return to the Welcome Sign-In Tent to pick up another meal ticket. Meal tickets are redeemable at selected onsite vendors. A list of participating vendors will be available at the Welcome Sign-In Tent.

Team Leaders, the Volunteer Coordinator or either of the Assistant Volunteer Coordinators are authorized to sign the *Completion of Community Involvement Activity* form for students seeking to fulfill their volunteer requirements.

If you are a past volunteer and want to sign up for a specific role please sign up before May 30th.

Code of Conduct

You are part of a TEAM. Working together in a helpful, respectful and cheerful manner will help create positive memories not only for you, co-volunteers and staff, but for the public and the performers as well – without whom there would be no Festival! Please follow the following code of conduct.

1. Read and understand the contents of this handbook including Appendix I - *Understanding and Implementing the Accessibility for Ontarians with Disabilities Act* and Appendix II – *Ontario Human Rights Code*.
2. Show up for each of your scheduled shifts unless an emergency situation arises. Inform your team leader at least 24 hours in advance if you must miss a shift.
3. Make every effort to fulfill all your responsibilities of crew membership.
4. Make every effort to present the Festival to the public in a positive way and do not do anything that could embarrass the Festival.



Photo courtesy of Dave Parry

5. Behave in a friendly and courteous manner. Treat other volunteers, performers, staff and the public with respect. Be honest and trustworthy.
6. Do not consume alcohol while on duty on the Festival site. Off duty volunteers must remove their Blues Crew vest and or cover the Volunteer T-shirt when consuming alcohol.
7. Do not consume illegal substances on the Festival grounds.
8. Follow safe workplace practices, including participation in applicable education sessions, using appropriate personal safety equipment and reporting accidents, injuries, and unsafe situations.
9. Do not bring family or friends to your area of responsibility while on shift.
10. Refrain from seeking photo opportunities or otherwise interfering with the performers.
11. Maintain the confidentiality of all proprietary information related to the Festival.
12. Do not communicate with the media. Please direct all requests for public and or media comments to Kristine Kane, Chair 416-587-1158 or Chuck Jackson 905 -301-3731.
13. Do not engage in self-promotion or product solicitation while on Festival grounds.
14. Contact your Team Leader if you have a serious concern or problems. Contact the Volunteer Coordinator if you and the Team Leader are not able to resolve the problem.
15. Make this a memorable, enjoyable experience for everyone. Have fun!

Disciplinary Report

The following guidelines are designed to deal with volunteer problems that may arise during the Festival. While protecting individual volunteers, they also provide a structure and chain of command for dealing with unpleasant occurrences:

1. Anyone who witnesses a volunteer acting inappropriately or violating the Code of Conduct should contact one of the following, in order preference:
 - a. Team Leader of the crew the volunteer belongs to first, if expedient;
 - b. Volunteer Coordinator or Assistant Volunteer Coordinator; or
 - c. Any member of the Board.

The individual taking the complaint should verify the infraction and complete a *Volunteer Disciplinary Report* available at the Welcome Sign-In Tent

2. The *Volunteer Disciplinary Report* must be signed and left at the Welcome Sign-In Tent for the Volunteer Coordinator. Envelopes will be provided to protect confidentiality. The volunteer's Team Leader will be advised of the incident and may be directed to follow-up with the volunteer involved.
3. The Volunteer Coordinator must be advised before any action is taken with respect to discipline of a volunteer. If the incident is serious enough to require removal of the volunteer from the Festival the volunteer must be informed that there is a process to appeal the decision. The volunteer's Team Leader must be notified so that arrangements can be made for their replacement.
4. If the volunteer feels that he/she is being unfairly treated and wishes to regain volunteer status during the weekend, they may request an immediate meeting of the following:
 - a. Director of Volunteers; and,
 - b. Two members of the Board.

The decision of this group will be binding for the duration of the Festival.

The Volunteer Coordinator, Christine Awasthy can be contacted at 416-930-9522 and the Director of Volunteers, Kristine Kane 416-587-1158.

Our commitment to YOU

We will recruit suitable general volunteers, supervisors and team leaders

- We will provide adequate training and support, with on-going guidance & direction
- We will provide a fun and safe working environment
- We will track and evaluate the contribution of volunteers to the organization
- We will respond to volunteer feedback
- We will treat you as valuable members and contributors to the team



Benefits of Volunteering

- Access to the Festival grounds
- One meal ticket for each six-hour shift, redeemable at all the food vendors in the park
- An invitation to the annual Volunteer Appreciation Party
- Free water and coffee
- Free volunteer T-shirt

Appreciation Party

All volunteers who participated in this year's festival will receive an invitation to attend our annual Appreciation Party. This is a fun filled evening with entertainment, food, beverages, and lots of volunteer spirit.

A great opportunity to make some new friends, visit and reconnect with some old Friends and fellow volunteers. We'll keep you posted on the date and we look forward to seeing you there.

Look for the Date of the Appreciation Party posted in the Welcome Centre Tent

Volunteer Awards

We recognize our volunteers are the Heart and Soul of our Festival. You make it happen every year. In recognition of many outstanding contributions by our volunteers the following awards are presented annually:

- Induction into the Southside Shuffle *Volunteer Hall of Fame*;
- *Volunteer of the Year*;
- *Rookie Volunteer of the Year*; and,
- *Student Volunteer of the Year*.

The recipients of these awards are recommended by you! If you see a volunteer that is doing a great job, or who is providing outstanding customer service to our patrons, or who is extending the image of a Festival Ambassador, recommend that person for an award.

Ballots will be provided at the volunteer Welcome Sign-in Tent on your first shift.

Volunteer Orientation Meeting

The Health & Safety branch of the Ontario government has mandated that all Southside Shuffle volunteers attend the Orientation Meeting. An invitation will be sent out to you with the date, time and location.

This is your opportunity to learn more about the Festival, ask questions, meet other volunteers and be introduced to your Team Leaders. Your volunteer package and T-shirt will be available at the Orientation Meeting.

We are looking forward to seeing you, at the Orientation Meeting.

Waivers:

All Southside Shuffle Blues Festival Volunteers MUST provide a signed Waiver at the Volunteer Welcome Centre TentIf the volunteer is between 15 & 18 the waiver MUST be signed by Parent or Guardian. All Volunteers MUST be registered as a Volunteer on our Volunteer System



All medical emergencies must be referred to the St John's Ambulance volunteers, who are medical professionals. They will determine the course of action. Please familiarize yourself with the location of the First Aid Tent.

Lost Child

A lost child is to be taken to the Customer Service Trailer. Any inquiries by patrons about a lost child should be directed there as well.

If you bring a child to the Customer Services Trailer it is not necessary to wait with the child. Please return to your posting immediately and the Customer Services volunteers will take care of the child.

Lost and Found

The Customer Service Trailer located north of the Welcome Sign-in Tent will be the Lost and Found depot.

Lost articles can be turned in and reclaimed from the Customer Services volunteers in this area.

Emergency Evacuation

In the event of a situation requiring the evacuation of the Festival site follow the instructions from the active stages or from the Police.

Do not direct people to evacuate through the musician's entrance by North Stage #4.

SOUTHSIDE SHUFFLE EVACUATION PLAN

In the event of an emergency, the park may be evacuated to ensure the safety of all participants.

Emergency Events include the following:

- **Severe Weather**
- **Power Failure**
- **Fire**
- **Stage or Infrastructure Failure**
- **Security Threats identified by Security or Police**

If an evacuation order is announced, please pay attention to the following:

- **Safety Committee will determine which sites are to be evacuated.**
- **The music will stop playing at all stages**
- **Public address announcements will be made from the stage areas**

- Handheld loudspeakers may also be used to announce information from the stage areas
- Immediately proceed to the closest exit and in an orderly manner to the Port Credit Arena to await further instructions on when the festival will resume
- Volunteers to do a sweep search of the site to confirm no stragglers or people in washrooms
- Additional announcements will continue from the stages and the Port Credit Arena

IMPORTANT NOTE

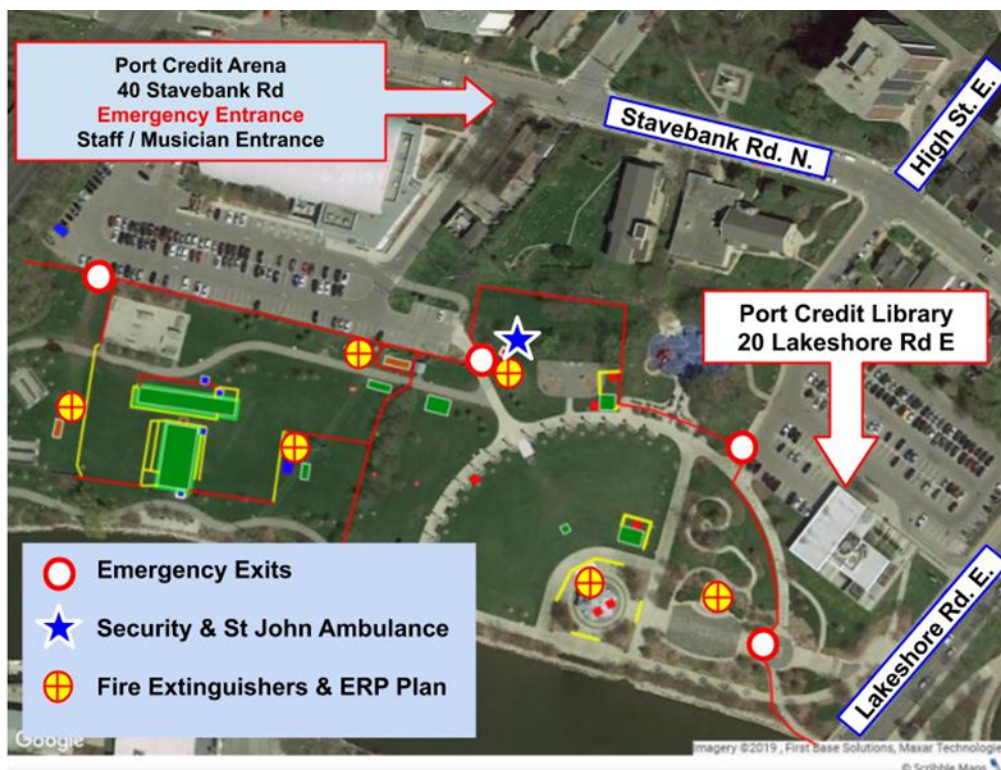
Please note that an evacuation may only be temporary allowing for the return of guests once the emergency event has been cleared and the park is safe for return.

If the evacuation is temporary, announcements will be made from the stages explaining that the show may continue after a short interruption and we request that patrons, staff and volunteers evacuate to the Port Credit Arena to await further instructions.

There are (5) five Emergency Exits as shown on the Site Map and indicated with the icon below:

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- North end of park to the right of Stage 1 (Brightwater Stage)
- Port Credit Arena Entrance
- Port Credit Library Entrance
- One Exit at the Lakeshore Road Entrance



Security

There will be ample Police and Security present throughout the event, including overnight security. They are there to ensure your safety as well as the safety of Festival patrons. Please contact them immediately if you witness:

- any suspicious or illegal conduct;
- intoxicated individuals; or,
- Altercations amongst patrons.

For your own safety refrain from handling potentially dangerous situations on your own. Contact the Police and Security immediately. Do not hesitate to request their services. The Security Tent is located north of the Welcome Sign-In Tent and Security personnel will be patrolling throughout the Festival site.

Incident Reports

Jeff McPhee (416-706-5746) is the contact person in charge of all Incident Reports on behalf of the Festival. An incident report is our record of a situation that has occurred during the Festival and how it was handled. In most cases Security Personnel will fill out the report.

It is important to complete an incident report while details are still fresh in everyone's mind as it may be used as evidence if the matter moves forward. If you are a witness to an incident during the Festival it is critical you cooperate with security to communicate your observations at the time of the incident.

An Incident Report must be completed when:

- an intoxicated individual is refused service;
- any time a guest is asked by staff to leave;
- a person becomes violent or a fight breaks out;
- transportation is arranged for a intoxicated person
- a minor presents false ID;
- a Liquor Inspector visits the Festival;
- a person has an accident or becomes ill; or,
- If Police are called.

Accessibility for Persons with Disabilities

The Southside Shuffle is committed to excellence in servicing all customers, including people with disabilities, and respects the dignity and independence of persons with disabilities. They are our valued customers so deserve effective and full service. As part of our commitment in providing excellence in servicing all customers we are including this information in our Volunteer Handbook as part of our training initiative as well as including training at the Volunteer Orientation meeting.

There are many types and degrees of disability. Openly communicating and responding to your customers' needs is the key to excellent customer service for all. If you're not sure about the best approach, just ask a person with a disability how you can best communicate with them.



If you do not feel you can deal with a particular situation ask your Team Leader to assist you or contact one of the board members for assistance.

Appendix I, *Understanding and Implementing the Accessibility for Ontarians with Disabilities Act*, provides more understanding on dealing with persons with disabilities. All volunteers will be required to sign a form stating they have either read the appendix or received the training at the Volunteer Orientation meeting. For more information on the AODA Act please visit <http://www.aoda.ca>

Service Animal Laws in Ontario

Service animals have training to perform specific tasks for people with disabilities.

Service animals are animals, typically dogs, trained to help people with disabilities maintain independence. For example, they perform tasks, such as:

- Guiding a blind or visually impaired handler around obstacles
- Alerting a handler with diabetes about low blood sugar levels
- Protecting a handler with epilepsy during seizures
- Calming a handler with autism in an environment with too much sensory stimulation
- Retrieving out-of-reach objects for a handler with a physical disability
- Alerting a handler who is deaf or hard of hearing about sounds

Emotional support animals

Emotional support animals do not qualify as service animals under the AODA. Service providers are not required to allow support animals on their premises.

Identification

The Southside Shuffle may ask for proof that a customer's animal is a service animal, unless it is visibly obvious that the person has a disability and is relying on the animal.

- 1) It is visibly apparent that the customer requires the animal for reasons relating to disability; or
- 2) The customer provides an identification card or letter from a healthcare practitioner, confirming that the customer requires the animal for reasons relation to a disability or emotional support.

Ontario Human Rights Code

The *Ontario Human Rights Code* is a law whose goal is to prevent discrimination and harassment because of race, colour, gender identity, sex, sexual orientation, disability, creed, age and other grounds. It applies to the areas of employment, housing, facilities and services, contracts, and membership in

unions, trade or professional associations. The Festival falls under the “services” definition in the code because it is in a public place, has public washrooms and takes place in a park.

Appendix II, *Ontario Human Rights Code*, provides more information on the *Code*. All volunteers will be required to sign a form stating they have either read the appendix or received the training at the Volunteer Orientation meeting.

For more information on the *Ontario Human Rights Code* please visit <http://www.ohrc.on.ca/en/guide-your-rights-and-responsibilities-under-human-rights-code-0>

To file a complaint – called an application – contact the Human Rights Tribunal of Ontario at:

Toll Free: 1-866-598-0322

TTY Toll Free: 1-866-607-1240 Website: www.hrto.ca

Diversity and Inclusion Policy

The Southside Shuffle is committed to treating all peoples with respect, dignity and fairness and will take steps to welcome individuals, organizations and communities of all backgrounds including: of any race, ancestry, place of origin, colour, ethnic origin, ability, citizenship, creed, sex, sexuality, sexual orientation, gender identity, gender expression, same sex partnership, age, marital status, family status, immigration status, receipt of public assistance, history of mental health issues, health status, political affiliation, learning difference, level of literacy, accent, first language, body type, physical appearance and abilities, stature or socio-economic status.

Harassment

Everyone has the right to feel safe and included at the Southside Shuffle Blues Festival as stated above in our Diversity and Inclusion Policy

Harassment of any kind (physical, verbal, degrading language, sexual, offensive attire) will not be tolerated in any way.

In the event that you or a Patron witness abusive harassment or discriminatory behaviour or are subjected to any form of Harassment, we would request you report it to our Security Team, Festival Directors, or Team Leaders. We recognize we have a duty to make our event as safe and secure and enjoyable as possible and encourage festival goers to report incidents immediately.

Festival Management

Board of Directors

Advisory Board

Kristine Kane	Co-Chair/Director
Mike Bacon	Co-Chair/Director
Jeff Mcphee	Director/Treasurer
Kevin McConnell	Director/ Sales
Jeff Jones	Director/ Graphics
Maurie Swan	Director/Secretary
Ray Vella	Director/ Finance

Dave Voyce
Ron Duquette

Festival Staff

Chuck Jackson	Festival Founder and Artistic Director	905 -301-3731
Krista Blondin-	Social Media Manager	416-819-4162
Corinne Mills	Office Administrator	905-990-0912

Volunteer Coordinator Team

Volunteers: Director	Kristine Kane	416-587-1158
Volunteers: Coordinator	Christine Awasthy	416-930-9522
Assistant Volunteer Coordinators		

	Robert Renaud Susan Grova Shayda Haghghat	
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Volunteer Email: sssvolunteer@hotmail.com

Team Leaders

Accounting/Grants	Jeff McPhee -Treasury Kristine Kane - Grants
Beverage: #2 #3 & #4 General Bar	Joe Veronyak/Duane Lopes (Kin Club)
Beverage: Bar Tickets	Janice Valentine
Beverage: Inventory and Control	Frank Bailey
Beverage Bourbon Street tentBar Services	Joe Veronyak/Duane Lopes (Kin Club)
Stage Sponsor Team leaders	Shannon Baldwin / Kim Donovan/ Lynn Beaton
Bourbon Street Tent	Donna Lloyd
Special Events/VIP tents	Karen Jackson
Artist Coordinators	Lori Lakewood/Audrey Dixon
Surveys, Square, Eventbrite	Michele Jamerson
Entertainment Hospitality	Karen Jackson
Entrance Gates and Cash	Sylvie Jeannotte

Reefer Truck	Bruce Shaule
Green Team	Chris Wood
Media	Chuck Jackson & Kristine Kane
Merchandise	Cindy McCleery
Security	Jeff McPhee
Logistics Setup/Tear Down	Mike Bacon
Logistics During the Event	Chris Wood
Street Shuffle Logistics	Dave Voyce
Signage	Mark Scheerle
Sound Production	Joe Natale,
Spokesperson	Chuck Jackson / Kristine Kane
Stage 1 Manager	Randy Freer
Stage 2 & 3 Manager	Ray Roy
Vendors	Shannon Baldwin

Appendix I

Understanding and Implementing the *Accessibility for Ontarians with Disabilities Act*

The Southside Shuffle is committed to excellence in servicing all customers including people with disabilities' and respects the dignity and independence of persons with disabilities. We believe in treating them as customers who are valued and as deserving of effective and full service as any other customer. As part of our commitment in providing excellence in servicing all customers we are including this information in our Volunteer Handbook as part of our training initiative as well as including training at the volunteer orientation meeting. All volunteers will be required to sign a form stating they have been provided with either the on-line training or training at the volunteer orientation meeting.

The AODA act came into being in 2005

The *Accessibility for Ontarians with Disabilities Act, 2005* was passed with the goal of creating standards to improve accessibility across the province. The Southside Shuffle has included this model 2015, to be reviewed annually, and according to AODA goals and objectives to continue to work with all involved in our annual festival to adhere to the needs of all people with disabilities. (Equal access to services, employment / volunteering, on site accessibility, educating volunteers etc.)The purpose of the accessibility standards is to move organizations in Ontario forward on accessibility. The standards will set requirements in a number of key areas. We will review our model annually, in accordance with the set goals (2025) / updates from AODA.

The key areas of the AODA that should be considered are outlined below:

How to communicate with people with different types of disabilities

There are many types and degrees of disability. Openly communicating and responding to your customers' needs is the key to excellent customer service for all. If you're not sure about the best approach, just ask a person with a disability how you can best communicate with them. 'What is it that I can do to help you?' And let them know we will endeavour to the best of our ability to accommodate

their disability. If you do not feel you can deal with a particular situation ask your team leader to assist you or contact one of the board members for assistance.

Here are a few tips for interacting with people who have various disabilities:

People with physical disabilities

Only some people with physical disabilities use a wheelchair. Someone with a spinal cord injury may use crutches while someone with severe arthritis or a heart condition may have difficulty walking longer distances. Other physical disabilities may be partial or full amputees (may include upper or lower extremities etc.)

Tips:

If you need to have a lengthy conversation with someone who uses a wheelchair or scooter, consider sitting so you can make eye contact at the same level.

Don't touch items or equipment, such as canes or wheelchairs, without permission.

If you have permission to move a person's wheelchair, don't leave them in an awkward, dangerous or undignified position, such as facing a wall or in the path of opening doors.

People with vision loss

Vision loss can restrict someone's ability to read, locate landmarks or see hazards. Some customers may use a guide dog or a white cane, while others may not.

Tips:

- When you know someone has vision loss, don't assume the individual can't see you. Many people who have low vision still have some sight.
- Identify yourself when you approach and speak directly to the customer.
- Ask if they would like you to read any printed material out loud to them (for example, a menu or schedule of fees).
- When providing directions or instructions, be precise and descriptive.
- Offer your elbow to guide them if needed.

People who have hearing loss

People who have hearing loss may be Deaf, deafened or hard of hearing. They may also be oral deaf – unable to hear, but prefer to talk instead of using sign language. These terms are used to describe different levels of hearing and/or the way a person's hearing was diminished or lost.

Tips:

- Once a customer has identified himself or herself as having hearing loss, make sure you are in a well-lit area where they can see your face and read your lips.
- As needed, attract the customer's attention before speaking. Try a gentle touch on the shoulder or wave of your hand.
- If your customer uses a hearing aid, reduce background noise or move to a quieter area.
- If necessary, ask if another method of communicating would be easier (for example, using a pen and paper).

People who are deaf/blind

A person who is deaf blind may have some degree of both hearing and vision loss. Many people who are deaf and or blind will be accompanied by an intervener, a professional support person who helps with communication.

Tips:

- A customer who is deaf/blind is likely to explain to you how to communicate with them, perhaps with an assistance card or a note.
- Speak directly to your customer, not to the intervener.

People with speech or language impairments

Cerebral palsy, hearing loss or other conditions may make it difficult for a person to pronounce words or may cause slurring. Some people who have severe difficulties may use a communication board or other assistive devices.

Tips:

- Don't assume that a person with speech impairment also has another disability.
- Whenever possible, ask questions that can be answered with "yes" or a "no".
- Be patient. Don't interrupt or finish your customer's sentences.

People who have learning disabilities

The term "learning disabilities" refers to a variety of disorders. One example is dyslexia, which affects how a person takes in or retains information. This disability may become apparent when a person has difficulty reading material or understanding the information you are providing.

Tips:

- Be patient – people with some learning disabilities may take a little longer to process information, to understand and to respond.
- Try to provide information in a way that takes into account the customer's disability. For example, some people with learning disabilities find written words difficult to understand, while others may have problems with numbers and math.

People who have intellectual developmental disabilities

Developmental or intellectual disabilities, such as Down syndrome, Autism, etc. can limit a person's ability to learn, communicate, do every day physical activities and live independently. You may not know that someone has this disability unless you are told.

Tips:

- Don't make assumptions about what a person can do.
- Use plain language.
- Provide one piece of information at a time.

People who have mental health disabilities

- Mental health issues can affect a person's ability to think clearly, concentrate or remember things. Mental health disability is a broad term for many disorders that can range in severity. For example, some customers may experience anxiety, depression, hallucinations, mood swings, phobias, panic disorder, etc.

- If you sense or know that a customer has a mental health disability, be sure to treat them with the same respect and consideration you have for everyone else.
- Be confident, calm and reassuring.
- If a customer appears to be in crisis, ask them to tell you the best way to help.

How to interact with people who use assistive devices and how to use any equipment that your organization provides to help customers with disabilities

An assistive device is a tool, technology or other mechanism that enables a person with a disability to complete everyday tasks and activities, safely. Personal assistive devices can include things like wheelchairs, walkers, hearing aids, white canes or speech amplification devices. Etc.

Tips:

- Don't touch or handle any assistive device without permission.
- Don't move assistive devices or equipment, such as canes and walkers, out of your customer's reach.
- Let your customers know about accessible features in the immediate environment that are appropriate to their needs (e.g. public phones with TTY service, accessible washrooms, etc.).
- If your organization offers any equipment or devices for customers with disabilities, make sure you know how to use them. It could be helpful to have instruction manuals handy or an instruction sheet posted where the device is located or stored.

Some examples of assistive devices that your organization might offer include:

- Lifts, which raises or lowers people who use mobility devices
- Accessible interactive kiosk, which might offer information or services in Braille or through audio headsets
- Wheelchairs

How to interact with a person who has a service animal a guide dog or other service animal

People with vision loss may use a guide dog, but there are other types of service animals as well. Hearing alert animals help people who are Deaf, deafened, oral deaf, or hard of hearing. Other service animals are trained to alert an individual to an oncoming seizure.

Under the standard, service animals must be allowed on the parts of your premises that are open to the public. In some instances, service animals will not be permitted in certain areas by law (for example, a restaurant kitchen).

Tips:

- Remember that a service animal is not a pet. Avoid touching or addressing them.
- Avoid making assumptions about the animal. If you're not sure if the animal is a pet or a service animal, ask your customer.

How to serve a person accompanied by a support person

Some people with disabilities may be accompanied by a support person, such as an intervener. A support person can be a personal support worker, a volunteer, a family member or a friend. A support person might help your customer with a variety of things from communicating, to helping with mobility, personal care or medical needs.

Welcome support people to your workplace or business. They are permitted in any part of your premises that is open to the public. If your organization is one that charges admission, such as a movie theatre or bowling alley, provide notice, in advance, about what admission fee will be charged for a support person.

- Communicate directly with the customer and subsequently with the support person. (Depending on The severity of the disability) you may have to communicate with both with customer and the support person.
- Keep communication open for all involved so that the customer and support worker will be able to navigate safely throughout the event.

For more information on the AODA Act please visit <http://www.aoda.ca>

Ontario Human Rights Code

The *Ontario Human Rights Code* is for everyone. It is a provincial law that gives everybody equal rights and opportunities without discrimination in areas such as jobs, housing and services. The *Code's* goal is to prevent discrimination and harassment because of race, sex, disability and age, to name a few of the 17 grounds. All other Ontario laws must agree with the *Code*.

In June 2008, major changes designed to renew Ontario's human rights system came into effect Ontario's human rights system now consists of three separate and independent parts:

1. the Human Rights Tribunal of Ontario
2. the Human Rights Legal Support Centre
3. the Ontario Human Rights Commission

The *Code* is divided into an introductory section, or "preamble" followed by seven main parts. Part I sets out basic rights and responsibilities. Part II explains how the *Code* is interpreted and applied. Part III explains the role and structure of the Commission. Part IV explains how the Tribunal works and how the *Code* is enforced. Part V explains the role of the Legal Support Centre. Part VI deals with general matters, such as the power to make regulations. Finally, Part VII deals with transitional matters.

The courts have said that because of the importance of the principles set out in the *Code*, it should be given a broad and generous interpretation. When there is a difference or conflict between the *Code* and another Ontario law, the *Code* has priority unless the other law specifically states otherwise.

The *Code* protects people from discrimination in specific situations. Under the *Code*, you have the right to be free from discrimination in five parts of society – called social areas – based on one or more grounds

The five social areas are: employment, housing, services, unions and vocational associations and contracts.

Examples of services include:

- stores, restaurants and bars;
- hospitals and health services;
- schools, universities and colleges;
- public places, amenities and utilities such as recreation centres, public washrooms, shopping malls and parks.

Discrimination based on 17 different personal attributes – called grounds – is against the law under the *Code*. The grounds are: citizenship, race, place of origin, ethnic origin, colour, ancestry, disability, age, creed, sex/pregnancy, family status, marital status, sexual orientation, gender identity, gender expression, receipt of public assistance (in housing) and record of offences (in employment).

Your rights under the *Code* are not violated unless the discrimination occurs in one of the social areas based on one or more of the protected grounds. For example, the code does not apply if a stranger on the street insults you by making a racist comment, because this did not happen in a specific social area, such as at your job or in a restaurant. The *Code* will also not apply if you feel you were treated differently in your job due to a personality conflict with your manager, because the treatment is not related to a ground such as your age, sex or race.

A person discriminates "directly" when the action itself is discriminatory and when the person acts on his or her own behalf. For example, a building manager who refuses to rent an apartment because he prefers to rent to someone of his own ethnic background is discriminating directly.

"**Indirect discrimination**" is discrimination carried out through another person. For example, a building manager tells her superintendent not to rent to people of a certain ethnic group because their food

“smells too much” The manager can be named in the human rights claim because she used the superintendent indirectly to discriminate against people because of their ethnic origin.

Sometimes a rule or practice unintentionally singles out particular people and results in unequal treatment. This type of unintentional discrimination is called “constructive” or “adverse effect” discrimination. The *Code* also protects against this type of discrimination. For example, an employer has a rule that employees are not allowed to wear hats or head coverings. The rule is not intended to exclude people who wear head coverings for religious reasons, but it may have this effect. Unless an employer can show that a change or exception to the rule would be too costly or create a health and safety danger, the employer should agree to change the rule.

If you believe that your rights under the *Code* have been violated, you can contact the Legal Support Centre, consult a lawyer of your own choosing, file a human rights application with the Tribunal, or file a grievance under your collective agreement to protect your rights. You may not be punished or threatened with punishment for trying to exercise these rights. Any attempt or threat to punish you is called a “reprisal”.

For more information on the human rights system in Ontario, visit: www.ontario.ca/humanrights

For policies, guides, brochures and other information on human rights in Ontario, visit the Ontario Human Rights Commission website at www.ohrc.on.ca

To file a human rights claim (called an application), contact the Human Rights Tribunal of Ontario at:

Toll Free: 1-866-598-0322

TTY: 416-326-2027 or Toll Free: 1-866-607-1240

Website: www.hrto.ca

To talk about your rights or if you need legal help with a human rights claim, contact the Human Rights Legal Support Centre at:

Toll Free: 1-866-625-5179

TTY Toll Free: 1-866-612-8627

Website: www.hrlsc.on.ca

Appendix III

WORKPLACE VIOLENCE AND HARASSMENT PROGRAM

Draft: August 13, 2021

POLICY STATEMENT

The Tim Hortons Southside Shuffle Annual Port Credit Blues & Jazz Festival Board of Directors is committed to creating and maintaining a positive and professional workplace which is free from workplace violence. In support of this, we will regularly review the potential activities that may lead to workplace violence and put preventive and reporting measures in place. In addition, we expressly prohibit any form of discrimination and harassment as defined under the Ontario *Human Rights Code*, and any form of workplace harassment, including sexual harassment, as defined by the Ontario *Occupational Health & Safety Act*. All measures are specifically designed to meet the requirements under the Ontario *Occupational Health & Safety Act*.

SCOPE

This policy applies to the following persons and corporations:

- Southside Shuffle artists, workers, contracted personnel (including independent contractors and supplied labour) and volunteers
- Persons or corporations (including contractors, subcontractors, vendors, service providers etc.), in a contractual relationship with Southside Shuffle, and
- Patrons and members of the public on the premises

Everyone is expected to uphold this policy and to work together to prevent workplace violence and harassment.

REFERENCES

1. Occupational Health & Safety Act, Part III.0.1 Violence and Harassment
2. Ontario Human Rights Code

FORMS

1. 2-03F1 Workplace Violence or Harassment Incident Report
2. 2-03F2 Workplace Harassment Investigation Template

TRAINING

Appropriate instruction and information will be provided to all workers and volunteers so that they know:

Workplace Violence

- how to summon immediate assistance;
- how to report incidents of workplace violence;
- how Southside Shuffle will investigate and deal with incidents and threats of workplace violence, and related complaints;
- specific procedures, if any, that are in place to reduce the risks of workplace violence.

Workplace Harassment

- what conduct is considered workplace harassment, including workplace sexual harassment, and how to recognize it;
- how and to whom to report an incident of workplace harassment;
- how the employer will investigate and deal with an incident or complaint of workplace harassment; and
- how the employer will report the results of the investigation to the complainant and the respondent.

All new workers and volunteers shall be trained on the Workplace Violence and Harassment Policy as part of their orientation.

POSTING

This policy will be posted a conspicuous location in the workplace on the Health & Safety Board.

REVIEW

Feedback on this policy should be submitted to the Southside Shuffle Board Chair. The policy will be reviewed annually, or when any gaps are identified as a result of an incident or investigation.

VIOLATIONS OF THIS POLICY

All workers are expected to abide by this policy. Workers who violate it may be subject to disciplinary measures, up to and including dismissal. Other persons may be removed from the workplace. Violations of this policy may also lead to civil and/or criminal liability.

PART 1 – WORKPLACE VIOLENCE

DEFINITION

Workplace Violence (Occupational Health and Safety Act, Section 1(1))

- a) the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
- b) an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker, and/or
- c) a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Violence may come from a variety of possible sources, including workers, contracted personnel, volunteers, worker domestic partners, patrons and visitors.

Specific examples of workplace violence may include:

- a) shaking a fist in a worker or volunteer's face;
- b) wielding a weapon at work;
- c) hitting or attempting to hit, or throwing an object at a worker or volunteer;
- d) sexual violence against a worker or volunteer; or
- e) trying to run down a worker using a vehicle or cause harm using other equipment or tools.

Workplace violence does not include:

- a) most accidental situations, even if a worker or volunteer is hurt as a result of the accident.

PREVENTION AND INTERVENTION

Assessing Risks

Southside Shuffle will assess the potential risks of workplace violence. This assessment will take into account the common risks at similar workplaces and risks specific to the company. Such risks will be reviewed as often as necessary, but at a minimum, annually.

Certain changes will prompt a reassessment of risks, including:

- if the event site changes
- if there are significant changes to the conditions of work, such as the hours of work, or the ways in which workers and volunteers interact with the public
- a violent incident indicates a risk that was not identified in an earlier assessment

Disclosing Persons with a History of Violence

Southside Shuffle is required to disclose information to workers including personal information, about a person with a history of violent behaviour if:

- (a) the worker can be expected to encounter that person in the course of his or her work; and,
- (b) the risk of workplace violence is likely to expose the worker (and potentially co-workers) to physical injury.

Such disclosure shall only be made following consultation and discussion with the Chair, who shall consider the nature of the violence, how long ago the violence occurred, and if appropriate, the triggers of the aggression. Only that information that is reasonably necessary to protect workers from physical injury will be disclosed.

REPORTING & RESOLVING ISSUES

Immediate/Emergency Concerns

1. Workers and volunteers who are concerned about their immediate safety should remove themselves from the violent or potentially violent situation **immediately**.
2. During the event, alert security staff or police to activate emergency procedures, as applicable.
3. At all other times (load-in, set-up, strike, load-out etc.), summon appropriate emergency resources by calling **911**. Identify the street address when making the emergency call.
4. Alert the Chair as soon as possible.

Consultation & Information

Individuals can obtain information about workplace violence or discuss an incident with the Chair. Such informal consultation will not constitute a report of workplace violence.

Reporting Violence or Threats of Violence

Workers and volunteers are required to report any incident which may be considered workplace violence or threat of workplace violence as soon as possible to their immediate supervisor or to the Chair. The report should outline the details of the incident, any witnesses who were present, and any physical evidence of the violence or threat. (See 2-03F1 Workplace Violence or Harassment Incident Report.)

Confidentiality

Information gathered during the investigation and contacts made will be documented and maintained in a confidential file, separate from the personnel file, by the Chair. To the extent possible, information gathered during the investigation will be kept confidential. Disclosure of information may, however, be required for the investigation or resolution process, police notification, by law, in another proceeding, or in a disciplinary or other corrective process. Those involved in the investigation, including witnesses, will be advised that all information discussed must and will, to the extent possible, be kept confidential. A breach of such confidentiality will be subject to disciplinary action.

Investigation of Reported Incidents

All Southside Shuffle workers, including contractors, and volunteers must co-operate fully in any investigation under these guidelines. Any report of workplace violence or potential of workplace violence will be fully investigated. The report will provide details of the violent incident, or potential of violence, including dates, times, places, names of individuals involved and names of any witnesses. The person filing the report will be advised that the Chair will conduct an investigation.

The investigation will include interviews with the person who filed the report, any relevant individual(s) named in the report, and relevant witnesses. External agencies specializing in issues of workplace violence, and/or the police, may be informed or consulted during this process or in regard to any incident or complaint of workplace violence.

Following the investigation, the Chair will provide a written report of recommendations to address the incident or potential of violence, which may include (but not be limited to): disciplinary action of the person responsible for the violence (if another worker), requirement to provide a formal apology, appropriate counselling for those involved, and/or discussion with the aggressor regarding expected and appropriate workplace behaviour and responsibilities.

Right to Refuse Unsafe Work

A worker may refuse to work or do particular work where he or she has reason to believe that that workplace violence is likely to endanger himself/herself. The worker may remove him/herself from his or her workstation and remain in a safe place. Such work refusal shall follow the requirements of the Occupational Health & Safety Act, Section 43. Refer to the Work Refusal section of the Event Health & Safety Handbook.

Reporting Domestic Violence

Southside Shuffle is required to take all reasonable precautions to protect any worker or volunteer if a domestic violence situation is likely to expose any worker or volunteer to physical injury in the workplace, and the employer is aware or ought reasonably to be aware of the situation. Reasonable precautions will be determined on a case-by-case basis and may include the development of an individual safety plan for the affected worker or volunteer. Domestic violence is considered violence

between two persons who currently have, or have had in the past, a personal intimate relationship, such as a spouse, partner, boyfriend, or girlfriend.

Reporting to the Worker Health & Safety Representative

Southside Shuffle will report any incident of workplace violence to the Worker Health & Safety Representative, where a worker is disabled from their regular duties and/or requires medical attention as a result of workplace violence, within four days of its occurrence.

Reporting to the Ministry of Labour, Training and Skills Development (MLTSD)

When an incident of workplace violence results in a person being killed or critically injured, Southside Shuffle will notify an inspector (MLTSD) and the Worker Health & Safety Representative of the occurrence immediately by telephone, and in writing to the Director (MLTSD) within 48 hours of the incident.

PART 2 - WORKPLACE HARASSMENT

DEFINITIONS

Unlawful Discrimination (Ontario Human Rights Code, Part I, Subsection 5)

Prohibited grounds of discrimination, with respect to employment are defined by the Ontario *Human Rights Code* as being: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.

Disability (Ontario Human Rights Code, Part II, Subsection 10)

Disability means that a person has, or has had, or is believed to have had:

- a) any degree of physical disability, infirmity, malformity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and without limiting the generality of the foregoing, including diabetes, mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheel chair or other remedial appliance or device;
- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or,
- e) an injury or disability for which benefits were claimed or received under the *Workplace Safety and Insurance Act, 1997*.

Workplace Harassment (Occupational Health and Safety Act, Section 1(1))

- a) engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.
- b) workplace sexual harassment

Harassment based on any of the prohibited grounds under the Ontario *Human Rights Code* is considered discrimination. Other forms of workplace harassment are considered inappropriate and detrimental to a positive working environment and will not be tolerated.

Examples of harassment include:

- a) unwelcome remarks, jokes, insults, nicknames, innuendo, or taunting;
- b) bullying;
- c) repeated offensive or intimidating phone calls or emails;
- d) posters, notices, bulletins, or electronic photos which may cause offence and encourage discrimination, or create a hostile environment;
- e) racial or ethnic slurs, and use of terminology that reinforces stereotypes based on prohibited grounds;
- f) abuse of supervisory authority that endangers a person's employment, work performance or interferes or negatively influences the person's career. This includes misuses of power including intimidation, threats, blackmail and coercion.

What is not considered harassment:

- a) reasonable action or conduct by a manager or supervisor relating to the management and direction of workers or the workplace, even if there are possible unpleasant consequences for a worker (eg. disciplinary action, performance management, changes to schedules or duties, implementation of policies, etc.);
- b) differences of opinion or disagreements between co-workers which are handled respectfully.

Workplace Sexual Harassment (Occupational Health and Safety Act, Section 1(1))

- a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expressed, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Specific examples can include:

- a) unwelcome remarks, jokes, innuendoes, or taunting about a person's body, attire or sex;
- b) practical jokes of a sexual nature which cause awkwardness or embarrassment;
- c) displaying pornographic pictures, posters, graffiti or other offensive material;
- d) questions or comments about an individual's sexual preferences;
- e) leering (suggestive staring) or other obscene or suggestive gestures;
- f) unwanted sexual flirtations, advances, or propositions;
- g) unwanted physical contact including touching, kissing, patting and pinching;
- h) persistent unwanted contact or attention following the end of a consensual relationship;
- i) conduct such as stalking.

Reprisal

Reprisals or threats of reprisal, particularly by a person in authority, are defined as acts or threats designed to punish an individual who has reported discrimination or harassment; or threats designed to dissuade an individual from reporting discrimination or harassment.

In sexual harassment cases, reprisals can also be defined as acts designed to punish an individual who has rejected sexual advances; or threats if sexual advances are rejected.

There shall be no reprisal against any individual who, in good faith, reports an incident of harassment or discrimination or participates in an investigation.

It is important to note that issues of harassment and sexual harassment may escalate over time into threats, or acts of physical violence. Alternatively, a victim of harassment or sexual harassment may react violently to prolonged harassment in the workplace. Workplace violence will not be tolerated.

PREVENTION AND INTERVENTION

Condoning

If a person in authority knows, or should reasonably have known, that discrimination or harassment may have occurred and fails to take appropriate action, the person in authority has condoned the discrimination or harassment and may be subject to sanctions under this policy.

Individuals who observe a situation involving the harassment of another or others have a responsibility to inform the harasser of this policy, and report it to the Chair, recognizing that individuals who experience discrimination or harassment are often reluctant to report it.

Self-help Measures

Individuals who feel they are victims of harassment have a right and responsibility to take self-help measures wherever possible or pursue the complaint process. Whenever and wherever possible, self-help measures should be used prior to filing a formal complaint. This includes communicating with the harasser (i.e., telling them face-to-face, telephoning, or writing) indicating that his/her behaviour is offensive and unwanted. It is recognized that self-help measures may be challenging to implement, particularly if the harasser is an artist or the individual's supervisor.

Consultation & Information

Consulting with an advisor does not mean that a complaint is being lodged. Individuals can obtain information about harassment, discuss an incident or explore self-help measures with an advisor including their immediate supervisor or the Chair.

In some circumstances, Southside Shuffle will take action even when a formal complaint is not filed by a complainant.

REPORTING & RESOLVING ISSUES – COMPLAINT & MEDIATION PROCEDURE

Confidentiality

To the extent possible, information gathered during the investigation will be kept confidential. Information about a complaint or incident will not be disclosed except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law. Those involved in the investigation, including witnesses, will be advised that all information discussed must and will, to the extent possible, be kept confidential. A breach of such confidentiality will be subject to disciplinary action.

Anyone may report discrimination or harassment. Workers and volunteers have Southside Shuffle's assurance that all complaints made in good faith will be handled in as confidential a manner as possible.

Should a complainant or respondent choose to retain legal counsel at any stage of a complaint or appeal, it shall be at the complainant's or respondent's own expense.

All workers and volunteers, including the respondent(s), must co-operate fully in any investigation under these guidelines.

Step I: Filing of a Formal Complaint

- The complainant will submit a written complaint to the Chair. The complaint will provide details of the alleged harassment, including dates, times, places, names of individuals involved and names of any witnesses. (See 2-03F1 Violence or Harassment Incident Report.) The complainant will be advised that the Chair will conduct an investigation following the 2-03F2 Workplace Harassment Investigation Template. The investigation will include interviews with the complainant, the respondent and, if necessary, any relevant witnesses. To allow for a fruitful investigation, the complaint must be filed within three months of the alleged incident, or if incidents are ongoing, within three months of the latest incident.
- Should the complaint be in regard to behaviour of the Chair, the complainant will submit their written complaint to the Southside Shuffle Board of Directors who would conduct the investigation.
- The Chair will meet with the respondent and provide, or forward, a copy of the complaint to him/her, and provide him/her with an opportunity to respond. The respondent will be advised that the Chair will conduct an investigation. This investigation would include interviews with the complainant, the respondent and, if necessary, any relevant witnesses. The Chair will request a written response from the respondent within ten days.
- Witnesses will be interviewed as necessary.
- The Chair will meet with the complainant and respondent, either individually or together, where appropriate.
- At this point, the procedure may result in a mutually acceptable resolution, or Southside Shuffle may need to take corrective action, as needed.
- Upon completion of the investigation, the appropriate persons (complainant and respondent/alleged harasser) will be advised, in writing, of the conclusions reached and of any corrective action that has been taken or that will be taken as a result of the investigation.
- Should the investigation not substantiate the complaint, the Chair will advise both the complainant and the respondent.
- Should the investigation substantiate the complaint, appropriate corrective action will be taken. The Chair will provide, to both the complainant and the respondent, a written report of recommendations to address the harassment. These may include (but are not limited to): a formal apology, appropriate counselling for those involved, a mediation meeting with both parties (the nature of which would be determined on a case-by-case basis), discussion with the respondent regarding expected and appropriate workplace behaviour and responsibilities, and/or disciplinary action, up to and including termination.
- Complaints that are found to be trivial, frivolous, vexatious or made in bad faith may result in disciplinary action against the complainant. The severity of the action will depend on the seriousness and impact of the complaint.

At all times, Southside Shuffle will ensure an impartial/unbiased person investigates the complaint.

Step 2: Other Options

Despite the processes set out in this policy, individuals have a right to resort to the enforcement of their rights and obligations under the applicable legislation.

Record Keeping

Information gathered during the investigation and contacts made will be documented and maintained in a confidential file, separate from the personnel file, by the Chair. Records to be kept on file include a copy of the complaint or details about the incident; a record of the investigation including notes; copies of witness statements, if taken; a copy of the investigation report, if any; a copy of the results of the investigation that were provided to the worker who reported workplace harassment and the alleged harasser; and a copy of any corrective action taken to address the complaint or incident of workplace harassment. For OHSa purposes, records must be kept for at least one year from the conclusion of the investigation.

APPENDIX A - SPECIFIC PROCEDURES

Southside Shuffle has anticipated the following workplace violence risks and has specific procedures and recommendations in place to deal with them.

Direct Contact with Patrons

- Ensure radios and cell phones are fully charged each day
- Report concerns about potential violence to the Chair immediately
- During events, alert security staff or police, as applicable
- The following precautions are taken for performances:
 - Security guards conduct bag searches (for alcohol, outside food etc.) as patrons arrive on site
 - Security staff and police are on site during the event to assist with crowd management
 - Security staff use their experience and judgment in dealing with disruptive patrons; in case of violence or harassment, the patron would be ejected by the police
 - Bar staff have Smart Serve training
 - People who are permitted backstage are identified by All Access Passes issued by Artistic Director, in consultation with the artists.
 - Artists are transported by golf cart to their trailers; fans are told whether or not artists will be available for meet and greet
 - Police direct traffic from the parking lots following the event

Handling Cash, including the treasury, ticketing, bar and merchandise sales

- Follow procedures for securing cash on site
- The Treasurer settles with the artists, by cheque
- In the event that a worker is threatened with a potential robbery situation, they should hand over the money immediately without question or any action that might put the worker in danger; only after the threat has ended, should the worker notify security staff and the police

Theft, vandalism

- Security staff patrol the site overnight between event days
- Overnight, production equipment is secured and covered with tarps; alcohol and valuables are kept in locked storage areas or trailers

Walking to the parking lot after the event

- Security staff will escort hostesses to their vehicles or, if available, on site parking will be assigned
- Treasury, bar staff, team leaders, directors and artists are assigned on site parking